

NEW CUSTOMER ACCOUNTS INFORMATION HANDOUT

1. All new customers will be required to fill out a written request for service and each adult living at residences will be required to sign the application and provide a valid photo ID. We reserve the right to ask you to provide us with the names and ages of every person in the household. No one under the age of 18 years old will be allowed to open a new account.
2. All new accounts will require a \$75.00 security deposit.
3. Clay Roane Public Service reserves the right to deny water service if you or any household member owes an outstanding debt to this District, until the outstanding balance has been paid in full.
4. Each customer will receive a water bill on or about the 25th of each month with a due date of the 15th of the following month. If your bill is not paid by the due date, on or about the 16th of each month, a penalty of 10% of your current bill will be charged to your account.
5. After penalties have been charged for past due bills, you may receive a termination notice on your account. This will provide you with 10 days to pay your past due water bill. If you receive a termination notice, the amount stated on the notice must be paid in full prior to the **due date** indicated on the notice or you may enter into a deferred payment plan prior to the termination date. We will no longer give extensions past the termination date. To enter the deferred payment plan, you must visit our office and fill out the required paperwork and pay at least 50% of the termination amount to keep your water service active. If your service is terminated, your meter will be locked until payment is received in full.
6. To reinstate services, you will be required to pay the full termination amount plus an additional \$20.00 reconnection fee and a new deposit of \$75.00, unless there is a current deposit on file.
7. If you have entered into a deferred payment plan agreement you will be required to pay your payment plan amount plus the current charges on time every month until the past due amount is paid in full. The above deferred payment plan will only be offered to a customer no more than 1 time per fiscal year. If payment is not received on time, your agreement will become null and void, and your water service will be terminated immediately. To reinstate services, you will be required to pay the total balance due plus a \$20.00 reconnection fee and a new deposit amount of \$75.00, unless there is a current deposit on file.
8. There will be a \$25.00 service fee for all returned checks. Clay Roane PSD reserves the right to refuse any other personal checks from you for the next twelve months. You will be required to pay with a money order, cashier's check, or cash.
9. We require safe and visible access to meters, service connections, other property owned by the utility and right of way. Customers may not cover, surround, build on, or block access to any Clay Roane PSD property. In such an event, the customer may face legal action and be liable for all fees and costs.
10. All damage done by customer to any Clay Roane PSD meters, locks, meter lids, service connections, or any other property owned by the utility, Customer shall be charged total replacement costs. Do not mow over the meter lids, there is a touch read pad on top and you could cut it off. You will be responsible for all costs.
11. If you are moving or a renting tenant, your security deposit will not be refunded until the account balance has been paid in full and the account be closed out by filling out the Request for Disconnection Form. If you do not notify us to disconnect your account, you will continue to be liable for all water and billing charges, even if someone else moves into that residence.